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SNW

Creating the Modern Information Infrastructure

FALL 2010

KAISER PERMANENTE®

IT Leadership in an Age of Uncertainty

SNW Fall 2010

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KAISER PERMANENTE®

The Challenge

What is the number one challenge?

#1 Challenge

Budget Constraints &
Economic Pressures

Source: Computerworld's 2011 Forecast Survey

Meeting The Challenge

- Automation
- Software
- Virtualization & Cloud

Kaiser Permanente Mission

… to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

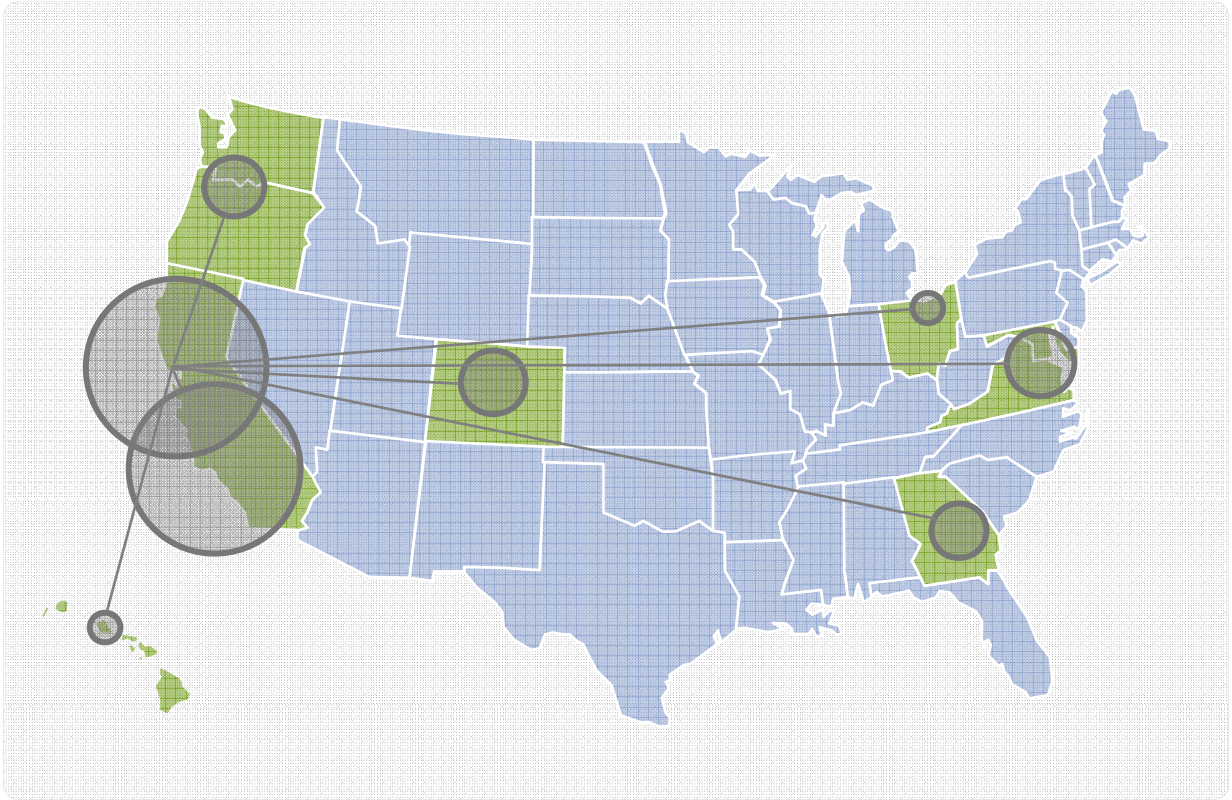
Our Integrated System

KAISER PERMANENTE®

- primary care
- specialty care
- home care
- hospital
- lab
- pharmacy
- optical
- dental
- insurance
- research

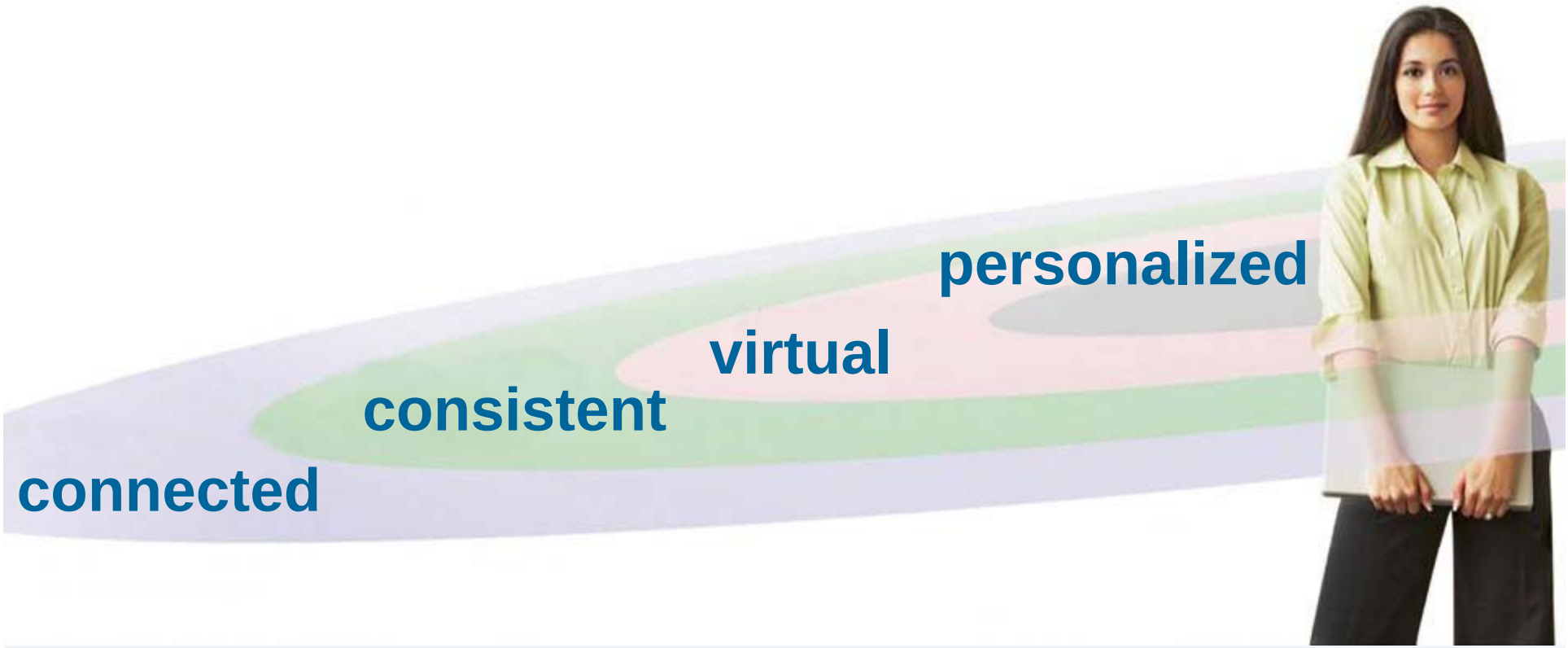
Largest integrated delivery system

(bigger than 42 U.S. states & 130 countries)

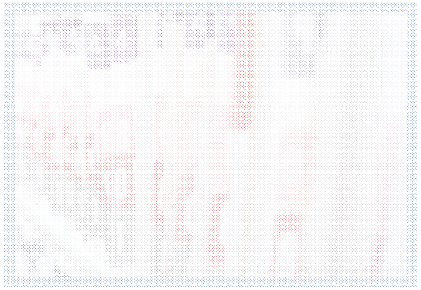


KP's Technology Vision

all of the information about all of the patients all of the time



Connected Care



from paper charts …

… to electronic records

KAISER PERMANENTE HEALTH CONNECT™

himssanalytics STAGE 7 AWARD

Complete

- clinical care
- practice management
- ancillary integration

Standard

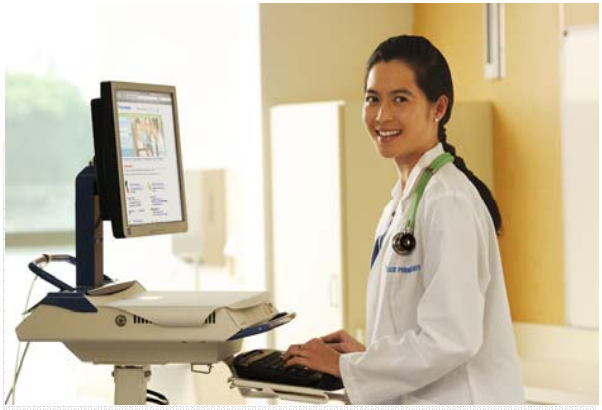
- 36 hospitals
- 431 offices
- 10 million records
- 6.9 petabytes

Accessible

- always-on
- 80,000 users
- 380 million weekly views

Technology-enabled Health Care

Virtual Care



- 27 million member e-visits
- 8 million secure emails
- 7 million prescription refills
- 21 million laboratory results

Consistent Care

- 10 million electronic medical records
- 17 million online test results
- 12 million digital images
- 6.9 petabytes of storage

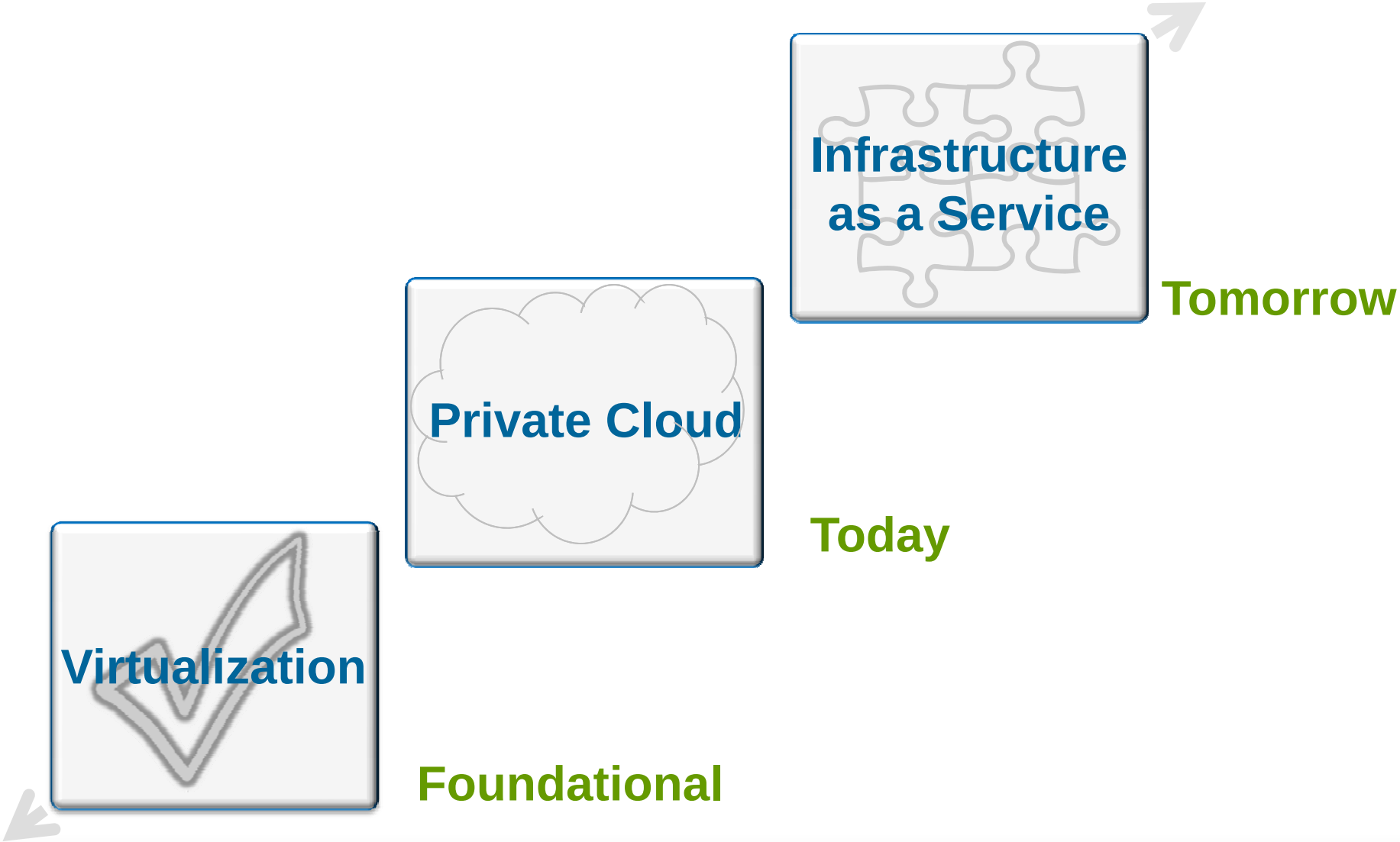
Personalized Care

- 50 percent lower rate of hospitalization for diabetic patients
- 88 percent reduced risk of cardiac-related mortality within 90 days of heart attack

What This Means For IT

- Real-time, personalized health care
- Information when needed, on your terms
- Always-on environment
- Standardization
- Turning information into knowledge

Moving Beyond Hardware



Putting Your Head In The Cloud

Vendor cloud (External)	Cloud computing services from vendors that can be accessed across the Internet or a private network, using one or more data centers, shared among multiple customers, with varying degrees of data privacy control. Sometimes called “public” cloud computing.
Private cloud (Internal)	Computing architectures modeled after vendor clouds, yet built, managed, and used internally by an enterprise; uses a shared services model with variable usage of a common pool of virtualized computing resources. Data is controlled within the enterprise.
Hybrid cloud	A mix of vendor cloud services, internal cloud computing architectures, and classic IT infrastructure, forming a hybrid model that uses the best-of-breed technologies to meet specific needs.

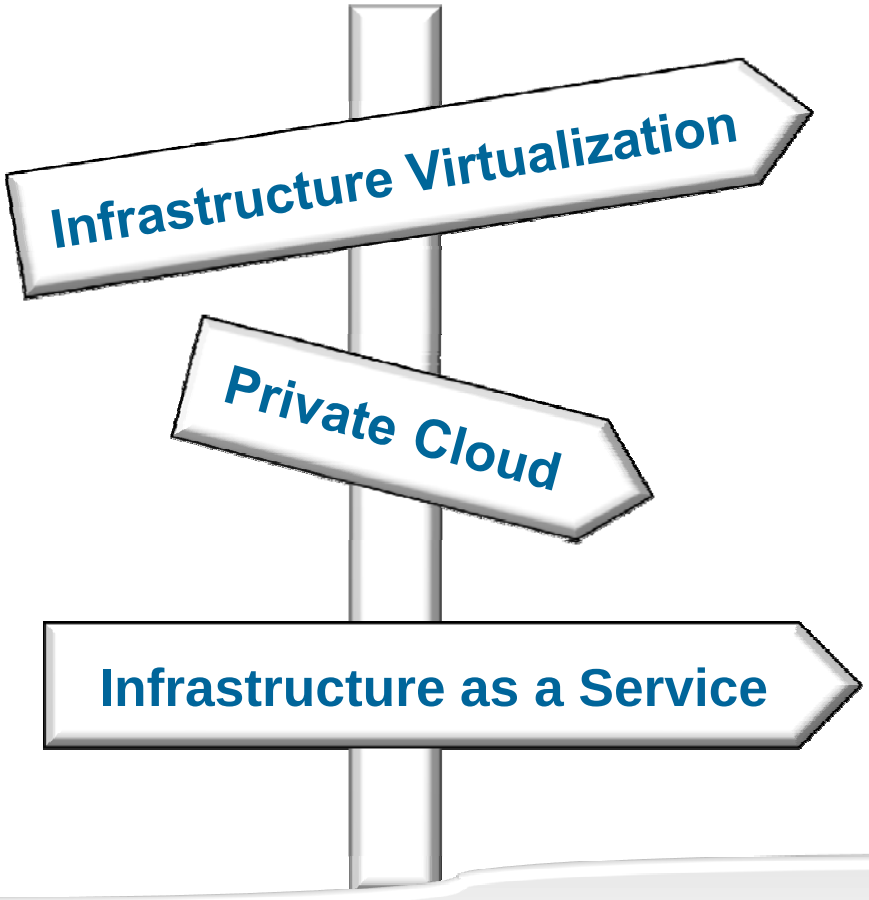
What Happens In The KP Cloud

Developing & Testing

Software as Service

Innovation & Cost Efficiency

Road To Service Delivery



Questions & Answers

THANK YOU!

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